



Trust Headquarters  
Nexus House  
4 Gatwick Road  
Crawley  
West Sussex  
RH10 9BG

Date

Email:

Dear

Tel: 0300 123 0999  
[www.secamb.nhs.uk](http://www.secamb.nhs.uk)

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 240304.

You requested the following information, please also see our response below:

**1. Please provide the number of complaints made against trust staff for all types of incidents for the following years:**

**A) 2023/24 to date**

**A) 2022/23**

**C) 2021/22**

**D) 2020/21**

These reports are compiled on annual years 01/01 to 31/12:

- 01/01/2020 to 31/12/2020 – 736 complaints registered.
- 01/01/2021 to 31/12/2021 – 981 complaints registered.
- 01/01/2022 to 31/12/2022 – 978 complaints registered.
- 01/01/2023 to 31/12/2023 – 761 complaints registered.
- 01/01/2024 to date - 123 complaints registered.

**2. If possible, please tell me how many of the complaints above involved: a) sexual harassment or sexual assault, b) bullying c) racism d) ageism e) other (please specify)**

**Please break these figures down by the years eg the number of sexual harassment or sexual assault complaints made 2023/24, number of bullying complaints in 2023/24 etc**

Bullying, racism, ageism are all recorded on the in-house database under discrimination

- 01/01/2020 to 31/12/2020 – Less than 10
- 01/01/2021 to 31/12/2021 – Less than 10.
- 01/01/2022 to 31/12/2022 – Less than 10.

- 01/01/2023 to 31/12/2023 – 0 complaints registered.
- 01/01/2024 to date - 0 complaints registered.

**3. Please tell me how many staff were a) dismissed b) suspended c) given a warning d) given any other type of disciplinary measure (please specify) for each of the complaints listed above. Please specify the type of complaint and the year against each sanction (eg 5 staff dismissed in 2023/24, 1 for a bullying complaint, 4 for sexual harassment etc etc.**

Less than 10, we are unable to provide exact figures as these could be identifiable to individuals.

**4. Please provide the a) average response times and the b) 90th centile response times for each first part of the postcode area (eg HP4) within the trust. If possible, please break this down by month for 2022, 2023 and 2024. –**

Please see attached spreadsheet.

The average response times are for all categories of call including category 3 and 4 calls which we aim to respond to within 2 and 3 hours respectively, 90% of the time.

I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Head of Information Governance via the following email address:

[FOI@secamb.nhs.uk](mailto:FOI@secamb.nhs.uk)

Yours sincerely

**Freedom of Information Coordinator  
South East Coast Ambulance Service NHS Foundation Trust**

